

City of Eureka, California

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Zoo Education Coordinator
Class Code Number	

General Statement of Duties

Develops, coordinates, and leads zoo education programs and activities; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to develop, coordinate, and lead zoo education programs and activities. The work is performed under the supervision and direction of higher level staff as assigned, but significant leeway is granted for the exercise of independent judgment and initiative. Technical and functional supervision is exercised over assigned staff. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with all others contacted in the course of work. The principal duties of this class are performed in a zoo facility, with possible exposure to dangerous animals and related diseases, toxic chemicals, and a variety of weather conditions.

Examples of Essential Work (Illustrative Only)

- Develops, coordinates, and leads zoo education programs and activities, including zoo volunteer and docent programs, teacher outreach programs, and special events;
- Develops education program curriculum, including schedules, handouts, lecture notes, and interpretive displays;
- Develops and publishes marketing and informational materials, including brochures, press releases, class schedules and descriptions, quarterly newsletter articles, etc.;
- Handles a variety of zoo animals in classroom, exhibit, and open space environments;
- Evaluates zoo education programs and activities and makes recommendations on program direction, including recommending funding plans and identifying funding sources;
- Coordinates with community schools, organizations, etc. to promote zoo education programs and activities;
- Serves as the agency representative for AZA education functions;
- Oversees and processes class registrations, including balancing, recording, and depositing collected monies;
- Works a variety of days and hours throughout the year, according to offered zoo education programs and activities and the needs of the department;
- Responds to difficult and controversial issues, questions, and comments from the public in an informed, courteous, and timely manner;

- Keeps immediate supervisor and designated others accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops, and training sessions and reviews publications and audio-visual materials to become and remain current on principles, practices, and new developments in assigned work areas;
- Responds to questions and comments from the public in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

Required Knowledge, Skills, and Abilities
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- Significant knowledge of Federal, State, and local laws, ordinances and regulations related to assigned area of responsibility;
- Significant knowledge of City operations, policies, and procedures applicable to assigned area of responsibility;
- Significant knowledge of effective teaching and public speaking techniques for an identified audience;
- Significant knowledge of English usage, grammar, punctuation, and spelling;
- Significant knowledge of a variety of business composition styles, including media and marketing formats and related computer software applications;
- Significant knowledge of the principles, practices, and techniques of zoo education program research, development, and presentation;
- Significant knowledge of principles, practices, and techniques of public information programs, community relations and media relations;
- Significant knowledge of the safety precautions associated with zoo operations and animal handling;
- Significant knowledge of cash handling and related paperwork;
- Ability to develop, coordinate, and present zoo education programs and activities for a variety of ages;
- Ability to develop and compose effective marketing and informational materials;
- Ability to handle and restrain animals used in zoo education;
- Ability to work independently and to work a varied work schedule with flexible availability on days and times worked;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures, and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Ability to exercise integrity, ingenuity, and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

Any combination of training and/or experience which is equivalent to:

- Bachelor's degree in a related field;
- At least one year of similar or related experience, with some lead experience or training.

Required Special Qualifications

- May require a valid Class C California State Driver's License.
- First Aid and CPR certifications within six months of employment.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, to enable the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, to enable the employee to review a wide variety of materials in electronic or hard copy form;
- Sufficient manual dexterity, with or without reasonable accommodation, to enable the employee to operate a personal computer, telephone, and other related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to enable the employee to safely lift, move, or maneuver whatever may be necessary to successfully perform the duties of their position;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to enable the employee to efficiently function in a zoo facility environment, with possible exposure to dangerous animals and related diseases, toxic chemicals, and a variety of weather conditions.